CENGAGE Learning

SAM

Assessment, Training and Projects for Microsoft Office 2013

Student User Manual

SAM

Introduction

SAM (Skills Assessment Manager) is a web-based application that measures student proficiency in Microsoft Office software and technology-related topics. SAM teaches Microsoft Word, Excel, PowerPoint, Access, Outlook and Internet Explorer, in addition to foundational computer concepts. SAM uses skill-based assessments, interactive training, real-world projects and just-in-time remediation to help students master essential computing skills.

SAM offers exams, training, projects and path-based assessment and readings. The student manual introduces the basic functions of SAM.

System Requirements

Your workstation must meet the following minimum system requirements to use SAM:

Requirements	Details
Computer	■ Processor: Intel Pentium 4 or higher processor required; Intel Centrino or an equivalent multi-core processor recommended ■ Memory: 512 MB RAM required; 1 GB RAM recommended ■ Operating Systems: Windows XP SP3 32- or 64-bit, Vista SP1 32- or 64-bit, Windows 7 32- or 64-bit or Windows 8 32- or 64-bit; Mac OS X 10.6 Snow Leopard or higher
Audio and Video	■ Graphics: SVGA ■ Resolution: Minimum recommended 1280 x 800 ■ Color: 32-bit ■ Video Memory: 64 MB minimum; 128 MB recommended ■ Video Card: Modern DirectX compatible
Network	Internet Connection: 56K modem minimum; broadband connection (cable, DSL, T1 or ISDN) recommended; persistent connection required

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

Software and Disk Storage	■ Web Browsers: 4 MB ■ Adobe Flash Player 11 recommended; versions 10.2 or higher have been tested and are supported; versions prior to 10.1 are not supported: 2 MB ■ Adobe Reader 8 minimum; 9 recommended: 22.4 MB ■ **NOTE**: Refer to your Microsoft documentation for current disk storage requirements.

For up-to-date system requirements for Microsoft products, refer to the following pages on the Microsoft website:

- For the Windows Vista operating system: http://support.microsoft.com/kb/919183
- For the Windows 7 operating system: http://windows.microsoft.com/en-us/windows7/products/system-requirements
- For the Windows 8 operating system: http://windows.microsoft.com/en-us/windows-8/system-requirements

Configuring Your Browser

You need to enable the following settings on your browser:

Supported Browsers

You can access SAM using the following browsers:

Operating Systems	Supported Browsers

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

Windows XP SP3, Vista SP1, 7 and 8	Internet Explorer 8 through 11 for 32-bit version of Windows or 64-bit versions running in 32-bit emulation mode; Firefox (latest version and latest -1); Chrome (latest version and latest -1) **NOTE:** SAM 2010 Assessment and Training content is not tested on Chrome.
Mac OS X 10.6, 10.7, and 10.8 Snow Leopard	Safari 5.0 or 6.0 (for Mac OS 10.8 only); Firefox (latest version and latest -1)

Confirm these settings in your browser:

- JavaScript is enabled.
- Pop-up blocking is disabled, either entirely or just for the SAM URL: http://sam.cengage.com.
- Ad-blocking software is disabled for the URL http://sam.cengage.com.

Enabling JavaScript

To use SAM, verify that JavaScript is enabled on your browser. To confirm its status, use the procedure appropriate to your browser:

Internet Explorer

Use this table to enable JavaScript on Internet Explorer:

Step	Action
1	Select **Internet Options** from the **Tools** menu. The *Internet Options* dialog box displays.
2	Click the *Security* tab.
3	Click the **Trusted Sites** icon.
4	Click **Custom level.** The *Security Settings – Internet Zone* dialog box opens.
5	Scroll to the **Scripting** section.
6	Under **Active Scripting**, confirm that the **Enable** radio button is selected.
7	Click **OK** to close the *Security Settings – Internet Zone* dialog box.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

8	Click **OK** to close the *Internet Options* dialog box.

Firefox for Windows

Follow this table to enable JavaScript on Firefox:

Step	Action
1	Select **Options** from the **Tools** menu. The *Options* dialog box opens.
2	Click the *Content* tab.
3	Confirm that the **Enable JavaScript** check box is selected.
4	Click **Advanced** to the right of the **Enable JavaScript** check box. The *Advanced JavaScript Settings* dialog box opens.
5	Confirm that the **Hide the status bar** check box is selected.
6	Click **OK** the *Advanced JavaScript Settings* dialog box to close it.
7	Click **OK** the *Options* dialog box to save your changes.

Chrome for Windows

Follow this table to enable JavaScript on Google Chrome:

Step	Action
1	Select **Settings** on the **Customize and Control Google Chrome** menu in the upper right corner of the browser window. The *Settings* dialog box opens.
2	Click the **Show Advanced Settings…** link.
3	Click **Content Settings**.
4	Confirm that the **Allow All Sites to Run JavaScript** check box is selected.
5	Click **Done** on the *Content Settings* dialog box to save your changes.

Safari for Mac

Follow this table to enable JavaScript on Safari:

Step	Action
1	Select **Preferences** under the **Safari** menu. The *Preferences* dialog box opens.
2	Click the *Security* tab.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

3	Confirm that the **Enable JavaScript** check box is selected.
4	Close the dialog box to save your changes.

Disabling Pop-Up Blockers

To use SAM, disable pop-up blocking software on the browser for the URL http://sam.cengage.com. Use the procedure appropriate to your browser to disable pop-up blocking.

Internet Explorer

To turn off pop-up blocking entirely or for the SAM URLs follow these steps:

Step	Action
1	Select **Internet Options** from the **Tools** menu. The *Internet Options* dialog box displays.
2	Click the *Privacy* tab.
3	Turn off pop-up blocking: ■ To turn off pop-up blocking completely, confirm that the **Block pop-up windows** check box is not selected. Go to **Step 9**. ■ To disable pop-up blocking for SAM only confirm that the **Block pop-up** windows check box is selected. Go to **Step 4**.
Step	**Action**
4	Confirm that the **Turn on Pop-up Blocker** check box is selected.
5	Under Pop-up Blocker, click **Settings**. The *Pop-up Blocker Settings* dialog box opens.
6	In the Address of website to allow field, enter http://sam.cengage.com.
7	Click **Add**.
8	Click **Close** to return to the *Internet Options* dialog box.
9	Click **OK** to save your changes.

You can also turn off pop-up blocking entirely from the menu bar following these steps:

Step	Action
1	Select **Pop-Up Blocker** from the **Tools** menu.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

2	Select **Turn Off Pop-Up Blocker** from the Pop-Up Blocker menu.

Setting Up Pop-Ups (IE Only)

SAM requires that pop-ups in Internet Explorer display in a new window instead of a new tab. Use the following procedure to set this up:

Step	Action
1	Select **Internet Options** from the **Tools** menu.
2	Click **Settings** in the *General* tab. The *Tabbed Browsing Settings* dialog box opens.
3	Select **the Always open pop-ups in a new window** radio button under **When a popup is encountered**.
4	Click **OK**. Your changes save and the *Tabbed Browsing Settings* dialog box closes.
5	Click **OK**. The *Internet Options* dialog box.

Firefox for Windows

To turn off pop-up blocking entirely or for the SAM URLs only, follow the directions in the table below:

Step	Action
1	Select **Options** from the **Tools** menu. The *Options* dialog box opens.
2	Click the *Content* tab.
Step	**Action**
3	Turn off pop-up blocking. ■ To turn off pop-up blocking completely, confirm that the **Block pop-up windows** check box is not selected. Go to **Step 8** ■ To disable pop-up blocking for SAM only confirm that the **Block pop-up** windows check box is selected. Go to **Step 4**.
4	Click the **Exceptions** button to the right of the check box. The *Allow Sites – Pop-ups* dialog box displays.
5	Enter the URL http://sam.cengage.com.
6	Click **Allow**.
7	Click **Close** in the *Allow Sites – Pop-ups* dialog box to close it.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

8	Click **OK** to save your changes in the *Options* dialog box.

Chrome for Windows

To turn off pop-up blocking entirely or for the SAM URLs only follow the steps in the table:

Step	Action
1	Select **Settings** in the **Customize and Control Google Chrome** menu in the upper right corner of the browser window. The *Settings* dialog box opens.
2	Click the **Show Advanced Settings…** link.
3	Click **Content Settings**.
4	Turn off pop-up blocking: ■ To turn off pop-up blocking completely, confirm that the **Allow All Sites to Show Pop-ups** check box is selected. Go to **Step 7**. ■ To disable pop-up blocking for SAM only, click the **Manage Exceptions** button. Go to **Step 5**.
5	Enter the URL http://sam.cengage.com in the hostname pattern field.
6	Click **Done** on the *Pop-up exceptions* dialog box.
7	Click **Done** on the *Content Settings* dialog box to save your changes

Safari for Mac

To turn off pop-up blocking entirely or for the SAM URLs only:

Step	Action
1	Select **Preferences** from the **Safari** menu. The *Preferences* dialog box opens.
2	Click the *Security* tab.
3	Deselect the **Block pop-up windows** check box
Step	**Action**
4	Close the dialog box to save your changes.

NOTE: Safari does not support disabling pop-up blocking for individual URLs. Turn off pop-up blocking so that you can use SAM.

Alternatively, you can turn off pop-up blocking from the menu bar using the following procedure:

Step	Action

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

1	Click the Safari menu.
2	Deselect the **Block Pop-Up Windows** option.

Third-Party Pop-Up Blockers

Third-party Internet Explorer, Firefox and Chrome toolbars offered by companies like Yahoo!, Google and Ask.com may include pop-up blockers. Deactivate this feature, either completely or for the URL http://sam.cengage.com only. Refer to the toolbar's documentation for instructions on how to disable this feature.

Disabling Ad Blockers

Third-party add-ons and extensions for Internet Explorer, Firefox and Safari may block the display of ads. This may cause issues if one of the SAM URLs is present on the block list. To prevent this, disable the ad blocker for the URL http://sam.cengage.com. Refer to the ad blocker's documentation for more information.

Setting Up Your Computer

You need the following computer settings to run SAM:

Necessary Software

You need the following software on your computer to use SAM:

- **Adobe Flash Player**: Required to use the simulations in exams and training. Links to this component are on the right side of the *Home* page, under Software. Click the link or go to http://get.adobe.com/flashplayer/ and follow the installation prompts.
- **Adobe Reader**: Required to read SAM user manuals. Go to http://get.adobe.com/reader/ if you need to download Adobe Reader.

IMPORTANT: If you are using a computer in a computer lab, always ask the lab administrator before installing any software.

Monitor Resolution

The preferred minimum screen resolution is 1280 x 800 or higher.

Use the following procedures to check or update the current resolution:

Windows XP

Use this table to change your screen resolution for Windows XP:

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

Step	Action
1	Right click anywhere on your computer's desktop. A shortcut menu displays
2	Select **Properties** from the shortcut menu. The *Display Properties* dialog box displays.
3	Click the *Settings* tab. The current resolution displays under **Screen resolution**.
4	Drag the slider toward **More** until the desired setting displays (if the current resolution is less than 1280 x 800.) Record the current setting so you can restore it later.
5	Click **OK** to save your changes. The *Display Properties* dialog box closes.

Windows Vista

Use this table to change your screen resolution for Windows Vista:

Step	Action
1	Right click anywhere on your computer's desktop. The shortcut menu displays
2	Select **Personalize** from the shortcut menu. The *Personalize appearance and sounds* dialog box displays.
3	Click **Display Settings**. The *Display Settings* dialog box displays.
4	Drag the slider toward **High** until the desired setting displays (if the current resolution is less than 1280 x 800.) Record the current setting so you can restore it later.
5	Click **OK** to save your changes. The *Display Properties* dialog box closes.

Windows 7 and 8

Use this table to change your screen resolution for Windows 7 and 8:

Step	Action
1	Right click anywhere on your computer's desktop to display a shortcut menu.
2	Select **Screen Resolution** from the shortcut menu to display the *Screen Resolution* dialog box.
3	Select 1280 x 800 from the **Resolution** menu. Record the current setting so you can restore it later.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

4	Click **OK** to save your changes. The *Screen Resolution* dialog box closes.

Mac OS X

Use this table to change your screen resolution for Macs:

Step	Action
1	Select **Systems Preferences** from the Apple menu to display system preferences.
2	Click **Displays** from the **Hardware** category to edit the screen resolution.
3	Select 1280 x 800 from the **Resolution** menu. Record the current setting so you can restore it later if desired.
4	Click **OK** to save your changes.

Viewing Applications on a Split Screen

You can use SAM in a split screen environment with another browser, window or application. (Examples: You can read a Cengage eBook while doing a Training assignment or view the instructions and application while working on a project.) You can display each application window on the side you prefer.

If you have a wider monitor, you may choose to split the screen. Follow these procedures to set up a split screen environment:

Windows

Confirm that the **Aero Snap** feature is enabled:

Step	Action
1	Click **Start**. Select **Control Panel** from the menu on the right.
2	Select **Ease of Access Center** from the *Control Panel* dialog box. The *Ease of Access Center* dialog box opens.
Step	**Action**
3	Select **Make the keyboard easier to use**. Confirm that **Prevent windows from being automatically arranged when moved to the edge of the screen** is deselected.
4	Click **OK**.
5	Launch the applications to display on the left and right sides of the screen.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

6	Click and drag the Windows title bar to the left until the arrow icon reaches the left edge of the screen. The window fills the left side of the screen.
7	Launch the application to display on the right side of the screen. Click the Windows title bar and drag to the right until the arrow icon reaches the right edge of the screen. The window fills the right side of the screen.

Older versions of Windows

Follow this procedure to use a split screen on XP:

Step	Action
1	Open both applications.
2	Hold the **Ctrl** key and click to select both applications from the task bar.
3	Right click one of the selected applications in the task bar. Select **Tile Vertically** from the menu to split the screen.

Mac

Follow this procedure to use a split screen on a Mac:

Step	Action
1	Open the application to display on the left.
2	Click and drag the lower-right corner of the window so it fills the left side of the screen.
3	Open the application to display on the right.
4	Click and drag the lower-right corner of the window so it fills the right side of the screen.
5	Drag the window to position it. **NOTE**: If you use OS X version 10.6 or greater, you can purchase an app called Split Screen from the App Store to split the screen display. If you use a computer in the lab, always ask the lab administrator before you install an application.

Tips for Mac Users

If you use a Mac, you can use the same procedures for enabling JavaScript, cookies and pop-ups on your browser.

If you use an Apple Mac computer to access SAM, you may find the following tips helpful:

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

When instructions direct you to press the Windows **Ctrl** key, do the following, depending on your keyboard:

- Using a Mac with an Apple keyboard, press the **Command** key instead.
- Using a Mac with a generic USB keyboard, press the **Ctrl** key. You may need to press the **Alt** key for the same function.

When instructions direct you to click the right button of a Windows mouse, do the following:

- Using a single-button mouse or track pad, press the **Ctrl** key and click at the same time.
- Using a more recent MacBook that supports gestures, touch the track pad with two fingers. (You need to enable this in your **System Preferences**.)
- Using a generic USB two-button mouse or track pad, click the right button.
- Apple keyboards do not have a Backspace key. For the delete key on a Mac keyboard to function as a Backspace key would on a PC, hold the fn key while pressing the delete key.

How to Use SAM

Logging in the First Time

Follow the instructions on the course website to log in to SAM.

Account

Do not change any account or profile information in your SAM account. The only thing you should change is your password.

Notifications

System messages display in the Notifications dropdown. Notifications include system downtime or failure to meet system requirements such as installing Adobe Flash player. Plan your schedule if there are periods when SAM will not be available to you.

Help

If you require technical assistance, you can access documentation through the Help menu or contact Cengage Customer Support.

To open the documentation, select the link to either the online help or the User Manual.

If you need technical assistance, do the following:

Step	Action

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

1	Click **Help**
2	Click **Technical**. Result: The *Cengage Customer Support* page opens in another tab.
3	Under Returning User, enter your SAM/Cengage Brain username/email address and password and click **Sign In**.
4	Click **Select Product** and select SAM from the **Select a Product menu**. Result: The *SAM Knowledgebase* page displays. From here you can do the following: ■ Browse articles, downloads and tutorials in the left column. ■ Search the knowledgebase by entering one or more keywords in the **Search** field and clicking **Search**. ■ Enter a new problem by clicking **No, please create a new case** on the upperright side of the page. Follow the online directions to complete your case.

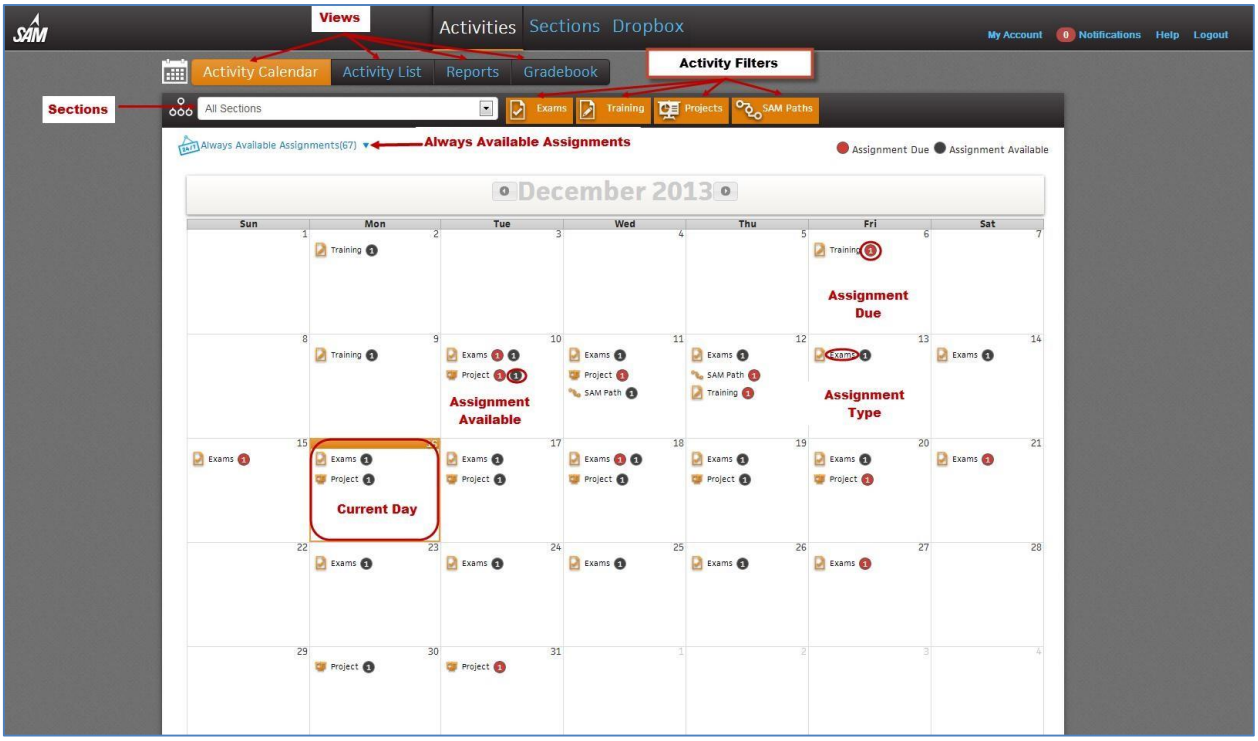
Activities

You can view and take assignments from either the *Activity Calendar* or *Activity List* view. The *Activity Calendar* displays assignment available and due dates on a calendar. The *Activity List* displays assignment details in a list format. **UCF recommends using the *Activity List* view.**

Activity Calendar

The *Activity Calendar* displays when you log into SAM. The *Activity Calendar* displays activities that become available and when they are due in a calendar format.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.



NOTE: The first time you log in to SAM, no sections display. Register for a section in the *Sections* tab.

Action	Result
Activity Calendar Display	The *Activity Calendar* displays Exams, Training, Projects and SAM Paths. Badges display next to the activity type. A gray badge indicates the assignment becomes available that day. A red badge means the assignment is due that day. The number in the badge refers to the number of activities of that type.
Filter Activity Types	Activity types that display in orange display in the *Activity Calendar* view. Select an activity type to hide it from the calendar view. Activities that display in blue do not display in the *Activity Calendar* View. **NOTE**: Activity filters settings apply to the *Activity List* and *Reports* pages.
Sections filter	Select a section from the dropdown menu. All sections display by default. Enter text for partial search functionality.
Days	Click a day to display the *Daily Assignments* dialog box. The dialog box displays additional assignment details, including the due date and time, number of attempts allowed and how many times you attempted the assignment.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

Unavailable assignments	The assignment name displays grayed out in the dialog box if the assignment is not available or past due.
Begin an assignment	Select an assignment from the *Daily Assignments* dialog box to begin. The Assignment Start or Project dialog displays.
Always Available	Always Available Assignments display in the top left corner with the number of assignments that are always available. ■ Click the dropdown menu. ■ Select the activity type you want to view by selecting the check box. All activity types are enabled by default. ■ Click the assignment name to launch the assignment.
Switch month	Select the arrow next to the month to navigate the calendar.

Activity List

Click the *Activity List* view to see a list of all activities. The *Activity List* displays assignments from all sections by default. You can select assignments to begin from this menu. The *Activity List* displays the name, type, availability, due date, section and status. Assignments that you completed and have no more attempts available do not display in the *Activity List*.

Action	Result
Sections filter	Select a section from the dropdown menu. All sections display by default. Enter text for partial search functionality.
Sort	The *Activity List* initially display by assignment name. Click a heading row to sort by it.
Filter Activity Types	Select a type of activity to remove it from the list view. Activity types with orange backgrounds display in the *Activity List* view. The Always Available filter is off by default. **NOTES**: ■ If you use the Always Available filter, you need to turn on a filter for one or more assignment types for assignments to display. ■ The Always Available filter is off by default. Assignments with no due date do not display in the *Activity List* view while the filter is off. ■ Activity filters apply to the *Activity Calendar* and Reports.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

Due Date	The Due date column displays both the date and time an assignment is due.
Available	Lists the assignments availability.
Status	Status describes your progress on an assignment
Type	The type describes whether the assignment is an exam, training or project.
Sections	The Section column lists the course the assignment is for.
Beginning an assignment	Click an assignment to begin. The *Assignment Start* or *Project* dialog displays. **NOTE**: Some assignment requires an 18-digit keycode. Enter the correct keycode when prompted. See Adding a Product for more information.

Reports

You can view Exam Results and Training Progress from the *Reports* view. You can also view Study Guides for exams and SAM Path assignments.

Action	Result
Sections filter	Select a section from the dropdown menu. All sections display by default. Enter text for partial search functionality.
Filter Activity Types	Select a type of activity to remove it from the list view. Activity types with orange backgrounds display in the *Reports* page. **NOTE**: Activity filters apply to the *Activity Calendar* and *Activity List*.
Sort	The Reports initially display by assignment name. Click a heading row to sort by it.
Submitted	The Submitted column displays the date and time when you submitted the activity.
View all Reports	Click **View all Reports** to view every report from a section.

Different activity types have different reports. A message displays if the report is not available for students to download. These are the reports you can download for each activity type:

- Exams
  - Study Guide: The Study guide lists tasks and provides links to training.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

— Results

- Training

  — Training Progress

- Projects

  — Download submitted project file

  — Study Guide: The Study guide lists tasks and provides links to training.

- SAM Paths

  — Study Guide: The Study guide lists tasks and provides links to training.

Gradebook

Gradebook enables you to view your assignment scores in each section in which you enrolled. This includes scores for the SAM Exams, Projects and Training Assignments.

Step	Action
1	Select the *Gradebook* view.
2	Select a section from the drop down menu. Entering text begins a search.
3	Click **OK**. ■ If your instructor has set up the Gradebook for the section to display to students, you can view the score information for each assignment. You may have to wait for a specified date. Assignments are grouped by their Type. You can expand and collapse them by clicking **+** and **-**. ■ If your instructor has not set up the Gradebook for the section to display to students, you see the message **There is no gradebook data available at this time.**

Taking Assignments

You can launch assignments in SAM through the *Activity Calendar* or *Activity List*. **UCF recommends using the *Activity List* view.** You can take exams, training and projects in SAM. Some assignments are password protected. Instructors provide the password. Enter the password at the prompt.

]Searching for and Selecting an Assignment

Before you can work on an assignment, search for and select it. Students can search for assignments through either the *Activity Calendar* or the *Activity List*. **UCF recommends using the *Activity List* view.**

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

Activity Calendar View

Follow this procedure to begin an assignment using the *Activity Calendar*:

Step	Action
1	Navigate to the *Activity Calendar* view.
2	Narrow the list of assignments by selecting a **Section** from the drop-down menu or an **Assignment Type** from the filter bar**.**
3	Assignments that display with a gray badge become available that day. Assignments with a red badge are due that day. **NOTE**: The assignments display only on their available or due date. You can take the assignment between the availability and due date. Click the day it is available or due to take it.
4	Select a day to view assignment details for a day.
5	Click the assignment name. The *Assignment Start* or *Project* dialog box displays.
6	Click **Start** to begin an assignment.

Always Available Assignments from Activity Calendar View

Follow this procedure to begin always available assignments:

Step	Action
1	Navigate to the *Activity Calendar* view.
2	Narrow the list of assignments by selecting a **Section** from the drop-down menu or an **Assignment Type** from the filter bar**.**
3	Click **Always Available Assignments** dropdown menu. A list of assignments display.
4	Use the check boxes to enable or disable assignment types.
5	Click the activity name. The *Assignment Start* or *Project Start* dialog box displays.
6	Click **Start** to begin an assignment.

Activity List View

Follow this procedure to begin an assignment using the *Activity Calendar*:

Step	Action
1	Navigate to the *Activity List* view.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

2	Sort the list by clicking on a column heading.
3	Narrow the list of assignments by selecting a **Section** from the drop-down menu or an **Assignment Type** from the filter bar**.**
4	You can work on assignments if it is listed with an availability of **Always** or **Now**. Enable the Always Available filter to view assignments with no due date. They display in blue.
5	Click the activity name. The *Assignment Start* or *Project Start* dialog box displays.
6	Click **Start** to begin an assignment.

Exam Assignments

Use the following procedure to take an exam.

NOTE: Before you start an exam, close all applications other than your browser, and close any additional browser windows or tabs unless otherwise indicated by your instructor. This helps ensure that the SAM Content Player performance is not affected. This is especially important if you take a timed exam.

Step	Action
1	Select an exam from the *Activity Calendar* or *Activity List*.
2	If your instructor specified a password for the assignment, SAM prompts you for it. Enter the password and click **OK**. Result: The assignment details display in a new window, listing the following information about the assignment: ■ The name of the assignment ■ Instructions ■ Incorrect actions allowed per task and question ■ Whether the exam can be retaken ■ The number of times an exam can be retaken ■ The number of retakes you have remaining
Step	**Action**

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

3	Click **Start**. Result: The Content Player launches and the exam begins. See Using the Content Player for further information.
4	Follow the instructions.
5	Click **Exit** in the Control Panel to close the Content Player. A message displays if there are any incomplete questions. Click **Yes** if you want to exit or click **No** to continue working on the exam. SAM does not grade incomplete questions. **IMPORTANT**: Your exam does not submit if you close the content player by closing the browser window.

Training Assignments

Use the following procedure to take a training assignment

NOTE: Close all applications other than your browser and additional browser windows or tabs unless otherwise indicated by your instructor. This ensures that the SAM Content Player performance is not affected.

Step	Action
1	Select a training assignment from the *Activity Calendar* or *Activity List*.
2	If your instructor specified a password for the assignment, SAM prompts you for it. Enter the password and click **OK**. Result: The assignment details display in a new window, listing information about the training, including: ■ The name of the assignment ■ When the training is due
3	Click Start. Result: The Content Player launches. See Using the Content Player for further information. Follow the instructions.
4	Click **Exit** in the Control Panel to close the Content Player when you are done. A message displays if there are any incomplete tasks. Click **Yes** if you want to exit or click **No** to continue working on the training. **IMPORTANT**: Your training does not submit if you close the content player by closing the browser window.

Using the Content Player

Use the SAM Content Player to take exams and undergo training.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

Content Player Areas

The SAM Content player is divided into three areas: Title Bar, Questions Area, and Control Panel.

Title Bar: Assignment Information

The Title Bar of the Content Player's window lists information about the assignment, including:

- Your name
- The name of the assignment

Question Area: Assignment Questions and Tasks

The Question Area displays either the question you need to answer or the task you need to complete. Follow the instructions.

NOTE: If you are taking training, you see a window that describes the training task. Click **Continue** to proceed with the training.

Control Panel: Content Player Controls

The Control Panel at the bottom of the page displays the Content Player's controls. These include:

-

: These controls enable you to open and close the menu of questions. Use this menu to select specific questions to answer and tasks to perform.
- For training assignments different SAM versions and type of training have different controls. Intro provides a basic summary of the task. Observe mode provides audio and visual instructions for the task. Practice mode helps you perform the task by providing audio and visual prompts. Apply mode enables you to perform the task without assistance.
  - Microsoft Office 2013:

  - Computer Concepts (training about Windows or the computer):

-

: This control displays when you are taking an exam. It displays the ID of the current task or question.
-

: These controls enable you to go to the previous or next questions in the task list.
-

: This control displays when you are using training. It ends one training mode and takes you to the next. It takes you to the next task if you click it in Practice mode.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

- : These controls display when you are using training's Observe and Practice modes. You can reset, rewind, pause and fast forward through the demonstration of each task. You can also mute and un-mute the audio presentation.
- : These controls display when you take an exam. They indicate the time remaining for a timed exam and the number of attempts you have to answer the question or complete the task.
- : This closes the Content Player. If there are any unanswered questions or incomplete tasks, you see the warning, **There are unfinished tasks. Are you sure you want to exit?** Click **Yes** to exit or click **No** to return to the session. If you exit, summary of the session displays. Click **Print** to print out the summary or click **Close** to end the session.

IMPORTANT:

— Your training or exam does not submit if you exit the Content Player by closing the browser window.

— You can re-enter exam assignments only if the exam crashed.

— You can take an exam or training as many times as the instructor allows.

Recovering and Resuming from a Crash or Lost Connection

If your computer crashes or you lose your connection to SAM during an exam or training, you can restart it once conditions return to normal. Log in, navigate to the *Activities List* view, and select the assignment. The Content Player begins where you lost connection and SAM saves any complete questions and tasks.

If you have a problem logging back in to SAM or re-starting the Content Player, clear your browser's temporary Internet and history files using the following procedures.

Internet Explorer

Follow this procedure to clear your browsing history on Internet Explorer:

Step	Action
1	Launch Internet Explorer.
2	Select **Delete Browsing History** under the Tools menu. Result: The *Delete Browsing History* dialog box will open.
3	Click the **Temporary Internet Files** and **History** checkboxes so they are checked.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

4	Make sure the other checkboxes are not selected.
5	Click **Delete**.

Firefox for Windows

Follow this procedure to clear your browsing history on Firefox:

Step	Action
1	Launch Firefox.
2	Select **Clear Recent History** under the **Tools** menu. The *Clear Recent History* dialog box opens.
3	Select the appropriate **Time range to clear** from the drop-down menu. If in doubt, select **Everything**.
4	Click the **Browsing & Download History** and **Cache** checkboxes so they are selected.
5	Make sure the other checkboxes are not selected.
6	Click Clear Now.

Chrome for Window

Follow this procedure to clear your browsing history on Chrome:

Step	Action
1	Launch Chrome.
2	Select the **Tools** menu.
3	Select **Clear browsing data**.
4	Select Clear browsing history, Clear download history, Delete cookies and other site and plug-in data, and Empty the cache from the *Clear browsing data* dialog box.
5	Make sure the other checkboxes are not selected.
6	Click **Clear browsing data**.

Safari

Follow this procedure to clear your browsing history on Safari:

Step	Action

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.

1	Launch Safari.
2	Select **Reset Safari** under the **Safari** menu. Result: The *Reset Safari* dialog box opens.
3	Click the **Clear History** and **Empty Cache** checkboxes so they are selected.
4	Make sure the other checkboxes are not selected.
5	Click **Reset**.

Completing a Reading Assignment

If your instructor has selected a Cengage eBook for your section, he or she can assign readings from that book. If you have purchased that eBook through Cengage Brain (http://www.cengagebrain.com), you can read that book online from within SAM using the following procedure:

Step	Action
1	Select the reading assignment from the *Activity Calendar* or *Activity List* view.
2	If you have purchased the eBook through Cengage Brain (http://www.cengagebrain.com), the name of the Reading Assignment will be underlined. Click the name of the assignment and another browser window or tab will open. If you haven't purchased the eBook yet, the assignment name will be underlined; however, you will be prompted for a license that can be purchased through Cengage Brain.
3	If this is the first time you have accessed the eBook, the **MindTap Service Agreement** displays. Click **Accept** to continue or click **Decline**.
4	The eBook displays.

Logging Out

Once you are done using SAM, click the **Logout** link in the upper-right corner of the page. The SAM login page displays.

©2014 Cengage Learning. 20 Channel Center Street. Boston, MA 02210
This document was edited from its original version to provide UCF-specific information.